92-05118/

Alberta Library Board 1990/91

13th Annual Report

623
Sessional Paper S-56/92
4 Session, 22 Legislature

Alberta

CULTURE AND MULTICULTURALISM

Published by:

Alberta Library Board
Government of Alberta

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Pictured on the front cover:

1. *Honourable Doug Main, Minister of Culture and Multiculturalism speaking at a library opening ceremony.*

2. *Sheilagh Ross, Alberta Library Board member, addressing Potpourri session at Alberta Library Conference, Jasper, Alberta.*

3. *Children gathered for "Travelling Tales" story hour, Olds, Alberta.*

4. *Joe Forsyth, Director of Library Services, reading to children during Literacy Week at the St. Albert Centre shopping mall.*

ALBERTA LIBRARY BOARD

The Honourable Doug Main
Minister of Culture and Multiculturalism
418 Legislature Building
Edmonton, Alberta
T2K 2B6

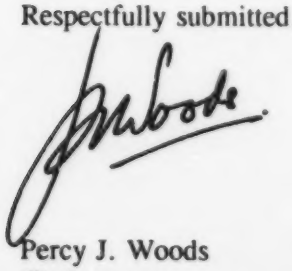
Dear Mr. Minister:

In accordance with the Libraries Act, I am pleased to provide you with the 13th Annual Report of the Alberta Library Board for the year ending March 31, 1991.

This year's report highlights the activities of an active and productive time. The Board saw the retirement of two energetic and enthusiastic members in Wanda White and Marjorie Haugen. We participated in the sponsorship and activities of a very successful "Alberta Public Libraries Futures Conference" in Calgary. We met with representatives of the Chinook Arch Library Project as well as with all our library partners and special interest groups. We also saw the energy of hundreds of Albertans, directed towards enhancing library service throughout the province.

It has been a pleasure serving as Chairman and on behalf of the rest of the Alberta Library Board members I would like to thank you for your support for libraries. May you enjoy continued success in your portfolio.

Respectfully submitted,



Percy J. Woods
Chairman

16214 - 114 Avenue, Edmonton, Alberta, Canada T5M 2Z5

BOARD MEMBERS

Bonnie Haave, Edmonton • Marjorie Haugen, Cowley • Doreen Lewis, Grande Prairie
Shelagh Ross, Camrose • Joan Sumner, Calgary • Wanda White, Brooks • Percy Woods, St. Albert

What is the Alberta Library Board?

The Alberta Library Board, made up of seven citizens from across Alberta, functions as an advisor to the Minister of Culture and Multiculturalism. The members are appointed for three year terms by the Minister to advise him on matters relating to public libraries in Alberta.

The Board's mission statement is:

"The primary aim of the Alberta Library Board is to advise the Minister of Culture and Multiculturalism on matters relating to expansion, development, co-ordination and encouragement of libraries and library services in Alberta."

"The Alberta Library Board promotes communication among groups in the library community. To support provincial library growth the Board will encourage library leadership and improve awareness of the public library's role in a democratic society."

Now in the thirteenth year of operation, the Board derives its authority from the Libraries Act, Chapter L-12.1, 1983 of the Statutes of Alberta. Its mandate includes:

- Advising the Minister of Culture and Multiculturalism as set out in Section 6 of the Libraries Act.
- Considering matters referred to it by the Minister.
- Receiving input from library boards and trustees, library associations, and the Library Services Branch on these matters.
- Making recommendations to the Minister regarding:
  1. Study and research awards.
  2. Establishment and dissolution of community libraries.
  3. Results from research reports received.
- Co-operating with library groups to encourage library development.

Chairman Percy Woods chats with the Hon. Doug Main, Minister of Culture and Multiculturalism

Who is the Alberta Library Board?

1990/91 Alberta Library Board

Board Members (left to right): Joan Summer, Sheilagh Ross, Wanda White, Percy Woods and Marjorie Haugen at a meeting - Lethbridge.

Alberta Library Board Members come from seven geographical locations spread across Alberta. As members of this advisory Board, they represent public libraries and meet with library groups, trustees, librarians and patrons from across the province.

Percy J. Woods
St. Albert
Chairman

Doreen Lewis
Grande Prairie
Vice-chairman

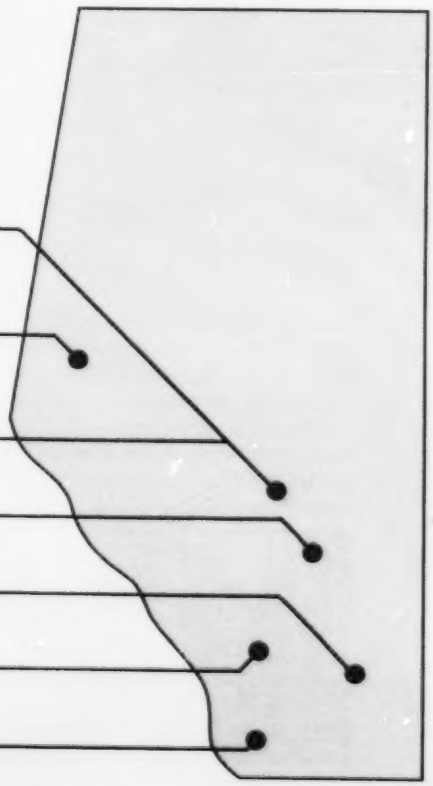
Bonnie Haave
Edmonton

Sheilagh Ross
Camrose

Wanda White
Brooks

Joan Sumner
Calgary

Marjorie Haugen
Cowley



New Members

Two new board members were appointed in 1990 - Joan Sumner and Bonnie Haave.

Joan Sumner lives in Calgary and has been busy in her community serving on the Calgary Real Estate Board, the Heritage Advisory Board for the City of Calgary and as past president for the Housing of Physically Handicapped Young Adults. Joan served as chairman this spring for the Ad Hoc Committee on Trustee Development.

Joan Sumner, new board member, reading minutes.

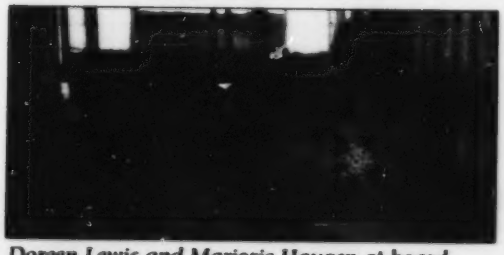
Bonnie Haave, who resides in Edmonton, has been an active member of the Edmonton community serving on the boards of the Big Sisters and Big Brothers of Edmonton and Area and the Youth Emergency Shelter Society. She has also been an executive member of parent groups at Brookside Elementary and Riverbend Junior High School. Bonnie has worked as a teacher and social worker and is currently in private practice as a psychologist.

Bonnie Haave, new board member.

Retiring Members

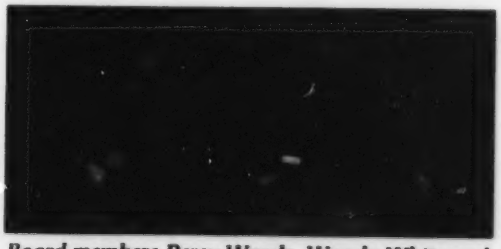
Marjorie Haugen and Wanda White both retired from the Board this past year.

Marjorie served six energetic years on the Board. She reported on Board activities for ALBERTA LIBRARY NEWS and was especially interested in exploring school and public library co-operation. Marjorie, who lives in Cowley, Alberta, is still busy as a board member and volunteer of the Cowley and Pincher Creek Public Libraries.



Doreen Lewis and Marjorie Haugen at board meeting in Calgary, 1990.

After five years of service on the board, health concerns and other commitments prompted Wanda White to resign, much to the Board's regret. Wanda participated on various committees, most recently as chairman of the Trustee Development Committee and also as Vice-Chairman of the Board. In her home community of Brooks, Wanda was very active with both the Brooks Public Library and the developing Shortgrass Library System.



Board members Percy Woods, Wanda White and Sheilagh Ross relaxing.

Board Activities

In the following pages this annual report chronicles the many activities the Board has been directly or indirectly involved in while carrying out its stated mission.

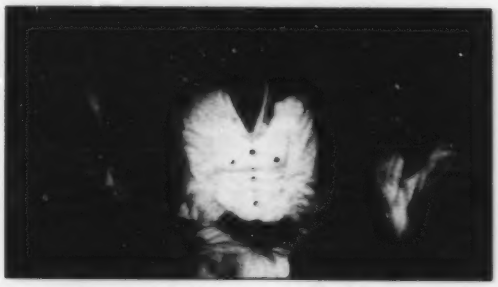
One of the highlights of the past year was the Alberta Public Libraries Futures Conference held in Calgary in October. The Conference emphasized the importance of becoming aware of and keeping up with all the changes that affect us as individuals as well as our organizations. This prompted the Board to alter its perspective during the year and we were challenged to answer the question, "What are some of the things we need to change about ourselves and our libraries?"

Board member Sheilagh Ross travelling to Lethbridge for a meeting.

A quote from the Futures Conference readily illustrates this challenge:

> *The past decade has seen revolutionary advances in information and communication technologies: changes in the ways in which people live and work, changes in the economy that affect planning and financing of public services, growing competition for government funds, and demographic changes demanding new approaches and programs. How have trustees met the challenge of these changes in their communities? What is the role of the trustee in the development and the future of libraries?*

From THE BOOKMARK "The Public Library Trustee and Changing Community Needs".



Arlene Dutchak (left) of the Alberta Library Trustees Association chats with board members Doreen Lewis and Sheilagh Ross.

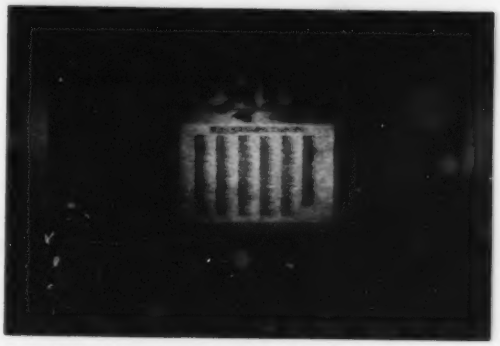
Creative Librarianship Award

The Creative Librarianship Award was established in 1986 to identify, promote and facilitate the sharing of public library service ideas in Alberta. The award is announced annually at the Alberta Library Conference in Jasper to the librarian or library board that has developed a dynamic new approach to the provision of library services. This year's winner will attend Alberta Culture and Multiculturalism's Awards Night in the fall for the presentation.

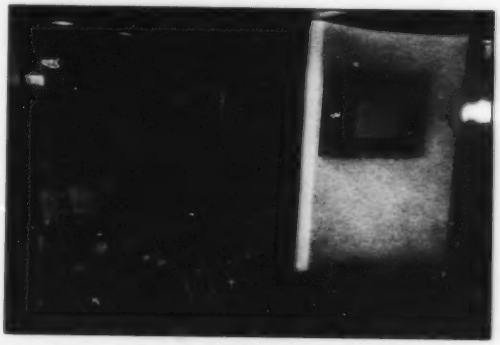
The board was impressed not only with the quality of the ideas submitted but also with the quality of the applications submitted by public library boards on behalf of their libraries. Submissions ranged from scrapbooks filled with information and photos, to printed and bound presentations and audio-cassette tapes. The entries were judged on the following criteria:

- creativity or innovativeness,
- impact on the library (such as increased membership, heightened community awareness, etc.),
- practicality, (preparation time, co-ordination, staff and volunteer time and cost),
- adaptability to other libraries, and;
- the success of the project to fill a specific defined need.

Arlene Kissau, Children's Services Librarian at the St. Albert Public Library was chosen as the winner of the 1990 award for her summer reading programme "Jungle Safari". While the programme emphasized the environment, it successfully encouraged children to read in different genres; increased the children's awareness and understanding of the reference materials; and raised funds to augment the library's collection of books dealing with environmental concerns.



Display of "environment" book - St. Albert Public Library



Display of Summer reading program members - 1990 - St. Albert Public Library

Educational Programs

The Alberta Library Bursary

The Alberta Library Bursary is made available through the Minister of Culture and Multiculturalism, the Honourable Doug Main. Two $4,000.00 bursaries were made available to Alberta library science students. The recipients, who are selected by the Alberta Library Board, must sign an undertaking to work in an Alberta library for a period of two years upon the completion of their studies.

From the field of applicants, $4,000.00 bursaries were awarded to Jennifer Ann MacKinnon and Coral Ann Peterson, both of Edmonton.

Ms. MacKinnon worked in the Extension Library at the University of Alberta as a library assistant prior to returning to university. Ms. Peterson has held a part-time position in the St. Albert Public Library working in circulation, children and adult services before resuming her studies.

The Honourable Doug Main, Minister of Culture and Multiculturalism was very impressed with Ms. MacKinnon's and Ms. Peterson's career objectives and felt that the awarding of these bursaries would help them successfully complete the next university year.

Trustee Development

During the past year the Trustee Development Committee, chaired by Wanda White, and then Joan Sumner after Mrs. White's retirement, has completed its work of assessing the need for further trustee training in Alberta and examining the various training formats.

The committee was established by the Alberta Library Board in February 1989, as a joint project with the Alberta Library Trustees Association and the Library Association of Alberta. The Alberta Library Trustees Association accepted a one-time pilot project grant from Alberta Culture and Multiculturalism and agreed to sponsor two New Chairs Workshops, one in Calgary in November and one in Edmonton in December. The response was very positive with 35 trustees attending. Committee member Iris English has volunteered to develop a Trustee Handbook to be provided as a workshop handout.

In addition, the committee worked with associations and library systems to promote the Board Development Workshop which was offered at the Alberta Library Conference '91 at Jasper. After the disbanding of the ad hoc committee, the Alberta Library Trustees Association will continue to provide funding to enable the recommendations of the committee to be accomplished.

As a further boost to trustee education, the Alberta Library Board, in 1990, recommended that the remaining $2,000.00 of the educational fund be given to the developing Northern Lights Library System for trustee development and this recommendation was accepted by the Minister.

Conference Attendance

The Canadian Library Association Conference, Ottawa, June 1990

The majority of the sessions related to the conference theme of "Exploring the Myth and Rediscovering the Magic". Janet Lunn's session on a "Critical Look at Myths, Legends and Fantasies" explained that stories passed down through the ages, as well as today's novels, originate in a few legends or myths which travelled across the world as peoples emigrated. The themes of transformation and journeys, both physical and spiritual, are two of the most common.

Other sessions dealt with the art of lobbying at all political levels with speakers from a wide variety of backgrounds, including the Mayor of Regina, the M.P. of Nepean, a correspondent of the Globe and Mail, and a public affairs analyst with a Canada wide corporation.

A forum on Visions for Library Service - the Magic of Creating a Future - provided participants with a considerable amount of information about the present levels of library services in Newfoundland, Ontario, Quebec and Alberta. John Dutton from Alberta mentioned our own Futures Conference to be held in October.

An interesting session on Marketing Public Libraries suggested setting your own targets as a library and above all meeting customer's needs as realistically as possible with quality service.

Potpourri sessions similar to those sponsored by Alberta Library Board at Jasper were also held: two excellent ones included advice to Friends of the Library with a good quality of referral material and a description of a Young Adult Advisory Group with suggestions for forms, book reviews, and newsletters.

A panel entitled Youth Talk on Public Library Futures was most enlightening as the speakers represented high schools and universities. The youngest panel member was the traditionalist opting for the quiet book oriented library of the past; the undergraduate also saw a library as an oasis and a refuge from the distractions of television and the telephone; and the Master of Library Science student seemed to be most focussed on technology.

Potpourri '90 - Alberta Library Conference

Once again the Alberta Library Board, under the capable aegis of Sheilagh Ross, organized and hosted Potpourri, a workshop of seventeen round table mini-sessions that featured successful library ideas. Each speaker gave a 15-minute presentation and each presentation was repeated four times. At the conclusion, each of the more than 100 delegates received a kit containing handouts from all the sessions. Presentations were made from all sizes of public libraries including a small town library in the Peace region to a systems headquarters. When Bob Maskell, a former board chairman, initiated this idea in 1986 he thought that two, or at the most three years would be sufficient to hold the attention of librarians and trustees. However, the attendance and enthusiastic responses have shown that Potpourri continues to grow in popularity and this is mainly due to trustees, librarians and volunteers who so willingly share their successes.

Potpourri presenters 1990 with board chairman Percy Woods

A round-table mini-session at Potpourri.

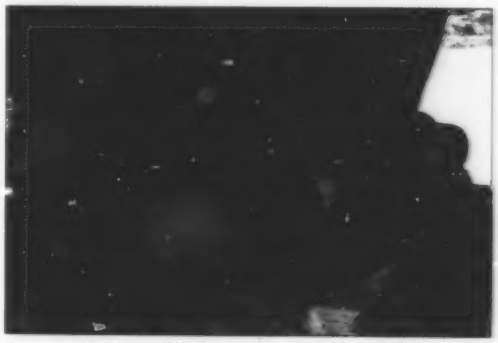
Conference Attendance

The Alberta Library Conference, Jasper, May 1990

In keeping with International Literacy Year, 1990 the theme of this year's conference was "Literacy: Libraries and Learning. Peter Calami, author of "Broken Words and Literacy in Canada: A Research Report", the Southam Press Report, startled the audience at the opening plenary session with some alarming figures on illiteracy in Canada. Other sessions that followed discussed the public library's role in the nurturing of literacy.

Sponsors of the conference, the Library Association of Alberta, the Alberta Library Trustees Association and the Learning Resources Council had the opportunity to meet with the Alberta Library Board and the Honourable Doug Main, Minister of Culture and Multiculturalism, to discuss common concerns. At the Friday luncheon, Mr. Main presented the 1990 Creative Librarianship Award to Sherill Robinson of the Shannon Municipal Library in Sexsmith, Alberta. He also privately presented plaques to Sue Dutton and John Solodzuk whose terms of appointment with the Board were completed and he thanked them for the work they did during their six years of service.

The opportunity this conference offers to meet with other members of the library community is always valued, especially when the venue is such a magnificent one.



Learning at one of the sessions of the Alberta Library Conference, Jasper '90.

Catching the Minister's attention at the Alberta Library Conference.

Conference Attendance

Alberta Public Libraries Futures Conference, Calgary, October 1990

In 1988, the Alberta Library Board formed a committee that was made up of representatives of the Library Association of Alberta, the Alberta Library Trustees Association, the Alberta Public Libraries Directors Council, Alberta Culture and Multiculturalism, Library Services Branch and the Alberta Library Board to plan a conference that would focus on the future role of public libraries. Alberta Library Board member Sue Dutton chaired the committee which invited 200 delegates including not only trustees and librarians but also writers, politicians, information technologists, educators and the like, to meet in October 1990. To underline that we must all work together, the conference theme was "A Vision for the Future: Planning Change Together".

The Honourable Doug Main, Minister of Culture and Multiculturalism opened the conference by challenging delegates to re-examine traditional library practices and beliefs in accordance with shifting economic and social realities. Jeffrey Simpson, National Affairs columnist of the Globe and Mail delivered the keynote address. A viewing of a special video commissioned for the conference surprised the audience by speculating that government funding for public libraries may be withdrawn unless a vision for libraries in the future is found. Ruben Nelson, noted futurist and planning committee member, helped the conference identify nine critical issues (generated by small group discussions) which would intensely influence tomorrow's public libraries.

These issues were:

- defining the library of the future;
- effective communication (marketing, advocacy, public relations);
- coming to grips with the changing context;
- taking responsibility for the context;
- funding sources;
- understanding and using technology;
- effective stewardship;
- using partnerships; and,
- The Prophecy Comes to Pass (providing library services if public libraries perish).

Discussion groups developed plans of action including follow-up discussions at the Alberta Library Conference '91. The Conference was extremely well organized and executed and each delegate was given a copy of the video and the conference proceedings to continue the planning and to energize other interested library members of their community.

Conference Coordinator Marion Saffran (left) with Enice Easton of Alberta Education.

Group discussion - Ruben Nelson, centre.

"Change is a process, not an event.
Change involves resistance.
Change is personal.
Change is complex.
Change involves power and politics".

Dr. Sheila Bertram
Dean of the Faculty of Library and Information Studies, University of Alberta

Liaison with other groups in the library community

In order to better understand current concerns in the library community the Board met with several groups during 1990-91.

In September the Board travelled to Lethbridge to meet with members of the Chinook Arch Library Project. The Project reported on a successful reading program during the summer of 1990; funds solicited from Transalta Utilities Corporation for the purchase of the Junior Encyclopedia of Canada and rotating large print books among member libraries; and made a presentation to the Local Development Initiative Committee. The Steering Committee has targeted an establishment date of January 1992, but was concerned about the stability of funding for the establishment and expansion of library systems. The Board also received a report from the Chinook Arch Library Project for the Minister which was forwarded to him.

Bonnie Haave and Percy Woods met with the five system Directors in November. The Board Development workshops and the Planning Process were praised. Concerns were raised about the instability of funding for systems development and expansion. Also in November, the Board met with the Edmonton Public Library Board and its new director Penny McKee. Discussion centered around fees for service; the Library's innovative plans for marketing and fundraising; and the joint research proposal to investigate the feasibility of an information network for the province. Mr. Woods also travelled to Vegreville to attend a Northern Lights Library System Board meeting.

Board meeting at the Edmonton Public Library.

Library Services

System Development

The Chinook Arch Library Project continued its progress towards establishing a library system in southwestern Alberta. Project staff, with assistance from Branch consultants, completed the needs assessment process and a plan of service for the proposed system. By the end of the fiscal year, 17 library boards had endorsed the plan, and two councils had signed resolutions of intent to join the system. The Alberta Library Board commends project staff and volunteers for the dedication and enthusiasm shown in their efforts to improve library services in the area.

The Northern Lights Library System Board was established in April, 1990. Unfortunately, provincial operating and establishment funds were not available in the current fiscal year. Temporary headquarters were established in Vegreville and system-wide resource sharing services were initiated. The system also provided block exchanges, increased video collections and held workshops for area librarians. Special project grants provided by Alberta Culture and Multiculturalism and donations and loans from the Alberta library community assisted the Board in its operational costs during this period. Library Services staff member, Ms. Patricia McNamee, was seconded to the Northern Lights Board as interim director until such time that provincial funding becomes available.

In Area 7, volunteers formed a committee to survey area library boards regarding the existing boundaries for a library system. Preliminary results indicate that there is some interest in membership in the adjoining systems on the part of the smaller libraries, while the three large libraries in Area 7 favour the formation of a new urban mini system.

The Black Spruce Library Project Steering Committee continued its investigation into system service. The Committee identified a number of service issues that are unique to the area.

Direct Services

Multilingual Biblioservice: In 1990, 43,962 volumes were loaned to public libraries throughout Alberta, a 2% increase over 1989. The five most popular languages were French, Chinese, German, Dutch, and Vietnamese. As of December, 1990, the multilingual collection consisted of 63,054 volumes in 30 languages, 32% of which were books on deposit from the National Library of Canada.

Talking Book Services: In 1990, 11,936 talking books for the visually and physically disabled were loaned to public libraries in Alberta. Public libraries reported 82,483 talking books were loaned to eligible, registered borrowers during the same period. As of December 31, 1990, the talking book collection consisted of 6,042 titles or 19,471 volumes. The Branch participated in the redistribution of talking books, donated by Calgary Public Library, to regional library systems in the province.

Resource Sharing

The resource sharing programme continues to be a popular and heavily used service among the public libraries. Province-wide, 78,821 interlibrary loans were shared in 1990. These are broken down as follows:

- 25,324 requests were handled by the Library Services Branch.
- 12,118 items were loaned by resource libraries in response to Zenith telephone information requests.
- 37,464 items were loaned within library systems.
- 3,915 items were filled exclusive of the provincial interlibrary loan network.

Library Services

Of the requests handled by the Library Services Branch, 72% were filled in Alberta (57% were filled by public libraries, 13% were filled by the University of Alberta and the University of Calgary, and 2% by other Alberta sources). Of the total number of items requested, 86% were supplied by Alberta public libraries.

Resource sharing also encompasses the Zenith telephone information service which provides a toll-free telephone link for all public libraries in Alberta to one of ten resource centres. In 1990 these resource centres handled 6,445 questions.

In September 1990, a new resource centre was established in Lloydminster to serve Alberta's newest regional library system, the Northern Lights Library System. Lloydminster Public Library co-ordinates the interlibrary loan and information services for the system, while providing training and consultative services to staff in member libraries.

A resource sharing agreement was signed between Alberta and the Yukon Territory. The two jurisdictions send interlibrary loan requests to each other and there is a reciprocal arrangement for the Whitehorse Public Library and the Edmonton Public Library to utilize the Zenith service to answer specialized reference questions.

Special Moments

1990-91 was indeed a unique time: four library systems, Peace, Yellowhead, Marigold and Shortgrass, all had opening ceremonies for their newly constructed or expanded headquarters buildings. Also the Board either attended or sent letters of congratulations to honour library anniversaries at Bonnyville, Smoky Lake and the Marigold Library System. These special moments provided the Board with the opportunity to meet with, and recognize, the contributions of staff, trustees and volunteers.

To assist in recognizing the importance of volunteers in the library community, an information kit entitled "Volunteers Make It Happen" was forwarded to library boards in the spring of 1991. The preparation of the kit was a joint effort of Alberta Culture and Multiculturalism, Grant MacEwan Community College and the Volunteer Centres in Edmonton and Calgary.

Lucy Pana, Assistant Director of Library Services Branch, Alberta Culture & Multiculturalism.

Rowena Lunn, Director, explaining Needs Assessment Report of the Marigold Library System.

Challenges and Changes

In 1990, Mr. Joe Forsyth, Director of Library Services became Acting Assistant Deputy Minister of Culture and Multiculturalism. The increasing demands on his time necessitated that Lucy Pana, Assistant Director of Library Services fill his role in working with the Board. The Board would like to thank Lucy Pana; Brenda Baron, Administrative Assistant; and all the Library Services Branch staff for their efforts in supporting and informing Board members and their devotion to improving public library service in Alberta.

In the coming year the Board looks forward to the release of the Marketing Plan for Public Libraries, a province-wide multifaceted plan to enhance library visibility in communities across Alberta.

Some of the issues currently facing the library community are: the need for a greater sharing of resources and ideas in light of current budget restrictions; the "fee or free principle" for public libraries; expansion and development of library systems and a clearer definition of the role of the public library. The Alberta Library Board will be working with the other stakeholder groups to explore and act on these issues.

"Instinctively as a culture we've known that the world is changing, but we've not wanted to deal with it; that Kubler Ross's understanding of our resistance to facing up to the hard things in our life - she did her work on death - applies to us in other things: that we may have feared our death and we are unwilling to face it".

Ruben Nelson
(Futures Conference)

Chairman Percy Woods arranging a meeting.

Joe Forsyth with board members Joan Sumner and Sheilagh Ross.

Just when I was getting used to yesterday ... along came today.

Ashleigh Brilliant